

COMMUNITY SERVICE PROGRAM POLICIES AND PROCEDURES

PURPOSE OF THE COMMUNITY SERVICE PROGRAM

- A. The Community Service Program, which is part of Texas A&M University's work study program, is designed to encourage students to participate in community service activities that will benefit the community. It is designed to infuse students with a sense of social responsibility and a greater commitment to the communities we live in while assisting them in meeting their educational expenses.
- B. Federal, State, and local non-profit agencies whose goals are in the public interest may be eligible to benefit from this program. Agencies who meet the criteria may employ Texas A&M students and pay 25% of each student's wages, plus all applicable taxes (such as Worker's Compensation and Unemployment Insurance). The Scholarships & Financial Aid Office supplements the remaining 75% of wages earned through the student's work study funds.

STUDENT ELIGIBILITY AND RESPONSIBILITIES

- A. Students who have demonstrated financial need (as reported on the Free Application for Federal Student Aid or Texas Application for Student Financial Aid) may be awarded Community Service Work Study.
- B. Students must be enrolled at least half-time in financial aid eligible courses at Texas A&M. If enrollment drops below half-time at any point, student will not be eligible to earn work study from that date forward. It is the student's responsibility to notify his/of her employer of any such changes.
- C. Students must maintain Satisfactory Academic Progress. Students may not work during any scheduled class or lab times. Examples: walks, early dismissal, unplanned University holidays etc. If a professor cancels the class or lab for the day or for the remainder of the semester, the student must provide documentation as soon as possible to both the Student Employment Office and the CSP Agency.
- D. Students are required to register and attend one Student Employment Office student workshop in the academic year. They are required to register and attend a One-on-One Advising meeting with a financial counselor from the Money Education Center in the academic year. Law School/Galveston students are not required to attend the SEO student workshop and One-on-One Advising meeting located at the Texas A&M- College Station campus.
- E. Students are required after being hired and yearly complete the required online Texas A&M System-mandated TrainTraq trainings. Students who missed the deadline of these trainings will go through progressive discipline measures. Students are emailed reminders of upcoming TrainTraq assignments.
- F. Students must report to their agency supervisor for work, schedules, time off and sickness. If there are concerns regarding employment at the agency, students shall contact the Student Employment Office.

PARTICIPATING AGENCIES RIGHTS AND RESPONSIBILITIES

A. Participating agencies have the following rights:

1. To receive information regarding Community Service Program policies and procedures.
2. To receive support and assistance from the Student Employment Office throughout the duration of their participation in the Community Service Program.
3. To determine job description, qualifications, and rate of pay for posting positions in coordination with the Student Employment Office.
4. To select employees for hire after work study eligibility is verified.

B. Participating agencies have the following responsibilities:

1. To communicate with the Student Employment Office regarding concerns with employees of the Community Service Program.
2. To ensure that students have received work authorization prior to beginning work with the agency.
3. To ensure students are appropriately supervised and the work environment is safe and professional.
4. To monitor earnings to ensure student employees do not exceed work study award amounts. Earnings over the students work study eligibility will be covered 100% from agency funds. The Student Employment Office cannot keep a student who has exhausted work study funds on TAMU payroll more than 1 payroll period.
5. To notify the Student Employment Office immediately should a Community Service Program employee violate any agency or university policy warranting discipline or dismissal.
6. To pay invoices in timely manner. Outstanding balances may result in dismissal from Community Service Program.
7. To notify the Student Employment Office of agency contact information changes (staff, address, telephone number, etc).

PROCEDURES FOR POSTING A COMMUNITY SERVICE POSITION

- A. Agencies will e-mail a completed Job Description Form to the Student Employment Office. Federal and State regulations prohibit work study students from displacing other “regular” employees.
- B. Once received, the Student Employment Office will review the position to determine if it meets the definition of the program and will post the position on the Jobs for Aggies website.
- C. In July, December and April, SEO will email the agencies to inquire what jobs to post for the next semester. Jobs will be posted by the beginning of the fall, spring and summer semesters.

REFERRAL PROCESS

- A. Interested students will inquire online through the Jobs for Aggies job database.
- B. Work study eligible students will be sent a community service referral form via email.
- C. The student will contact the agency to schedule an interview. Students are to bring the referral form to the interview. The agency will complete the bottom section of the referral form and return it to the Student Employment Office via email showing their decision on hiring the student.
- D. Once the Student Employment Office has received the referral from the agency, the student will receive an email from TAMU Human Resources to complete the Criminal Background Check (CBC) process.
- E. Once SEO receives the CBC approval e-mail, SEO will email the student hiring documents with instructions on what they need to complete and what to bring to their hiring appointment.

- F. Once the student has completed all documents, they are instructed to contact the Student Employment Office to set up a hiring paperwork appointment. Once the paperwork is complete, the Student Employment Office will provide the student with a Work Authorization Form to take to the agency. The student cannot begin work until they provide the agency with this form.
- G. Students are considered active employees until the student resigns, graduates or is terminated by the agency. At the end of the semester, the Student Employment Office will contact the agency and student employees regarding the status of continued employment. Both the student employee and agency supervisor must indicate their wish to continue or discontinue employment.

MERIT INCREASE PROCEDURES

- A. A merit increase may be awarded if the responsible agency supervisor determines that an employee's performance is meritorious. The performance appraisal must document an exceptional level of performance.
- B. The merit increase form must be completed by the employee's immediate supervisor and submitted to the Student Employment Office for review to determine whether the increase is merited.
- C. If the merit increase is approved an effective date for the increase will be determined. The agency and the student will be contacted as to the decision on the merit and the effective date.
- D. The merit increase should not exceed 5% of the student's hourly rate and can only be increased once a year or should be comparable to increases given to other agency student employees.

PAYROLL PROCESS

- A. Timesheets are provided via email to supervisors before the academic year begins, to the supervisor and student before timesheets are due and on the Jobs for Aggies website.
- B. When hired, students will be given Timesheet Rules and a Pay Calendar indicating pay periods, pay dates, and due dates for timesheets. The student is responsible for turning timesheets in by the due date, as well as maintenance and accuracy of any timesheets submitted. Supervisors must review the timesheets for accuracy and must keep a record of all time submitted for each student. Timesheets should be emailed, faxed or delivered to the Student Employment Office no later than 5:00 p.m. on the due date indicated on the pay schedule.
- C. The Student Employment Office will send an email reminder to all the community service agencies and employed students when timesheets are due. However, it is the student's responsibility for meeting the deadline. Timesheets turned in after the specified deadline will be reported on the subsequent pay period.
 - 1. The Student Employment Office will review all timesheets, ensuring that the following requirements are met:
 - 2. The student's name, and agency;
 - 3. The dates for the pay period indicated;
 - 4. The actual times worked and the total hours are included and match each other;
 - 5. The student's signature;
 - 6. The supervisor's signature.
 - 7. The hours submitted must reflect actual hours worked, not estimated future time.
- D. The student will be issued a paycheck from the Texas A&M University payroll office. Each month, the agency will be billed for the 25% of the student's wages, plus all employers' taxes that they are obligated to pay under work study guidelines. These invoices are sent to the agency by the Office of Contracts Administration at Texas A&M University. The invoices are payable to Texas A&M University upon receipt.

- E. An agency that has gone 90 days into arrears will be temporarily suspended from the Community Service Program; the agency will not be eligible for student placement until the matter is resolved. An agency that has gone 180 days into arrears will be permanently disqualified from participation in the Community Service Program. Any billing questions should be addressed immediately by the agency, the Student Employment Office staff, and the Contracts and Compliance Office.
- F. If a student exceeds his or her Work Study allocation, the agency will be responsible for paying 100% of that student's wages. Should a student become ineligible for Work Study while working for an agency, that student must either be paid from agency funds from the date of ineligibility, or be terminated from the Texas A&M University payroll. Such decisions will be left to the agency's discretion.

DISCIPLINARY ACTION AND DISMISSALS

- A. Community Service student employees are employees of Texas A&M University who work off-site with a local partner non-profit agency. Because of this, it is crucial that agencies keep in constant communication with the Student Employment Office regarding student performance and attendance. All concerns and corrective actions taken must be reported to the Student Employment Office in writing.
- B. Student employees are classified as wage employees, and are thus considered "at will". As such, they may be terminated at any time.
- C. Grounds for Disciplinary Action or Dismissal/ System Regulation 32.02.02 can be found here <http://rules-saps.tamu.edu/PDFs/32.02.02.M0.02.pdf>.
- D. The employer is responsible for proving adequate cause for dismissal. It is recommended that the employer keep documentation of all conversations or conferences with the employee, as well as a record of incidences with dates and times. It is also recommended that any corrective actions being taken by the employee be documented. Copies of said actions should be sent to the Student Employment Office, where they will become a part of the employee's personnel file. Any information given to the Student Employment Office will remain confidential.
- E. If conferences with the employee prove unsatisfactory, or the desired result is not attained, further disciplinary action may be required. The Student Employment Office requires that all disciplinary actions, including reprimands, be documented.
- F. When the supervisor determines that an employee has failed to respond to verbal reprimands or has committed an infraction of sufficient severity to warrant more severe disciplinary action, a written reprimand may be prepared.
- G. To achieve its intended purpose, it is suggested that the written reprimand should, at the minimum:
- H. State explicitly the inappropriate job-related conduct or unacceptable job performance of the employee;
- I. Describe any previous efforts to make the employee aware of the need for a change in conduct or job performance;
- J. State precisely what corrective measures are expected, and within what time frame such correction is to occur;
- K. Specify the adverse actions the employee may expect to be taken.
- L. With any disciplinary action, probationary options should be given whenever possible to allow the employee time to make corrective actions. As part of the written reprimand, the employee may be placed on probation. If the employee fails to make the specified corrective measures within the specified probationary period, the employee may be terminated.

- M.** If dismissal is necessary, generally a minimum of two weeks' notice should be given to an employee. However, no advance notice needs to be given for dismissals resulting from on-the-job conduct including, but not limited to: dishonesty, insubordination, or violent or disruptive conduct, *nor is advance notice required for wage employees.*
- N.** The employee may be required to make restitution for damages to property or equipment, for theft, for unauthorized purchases or payment of wages, for unauthorized travel expenses, or for other illegal or improper actions. If restitution is not made under the terms and conditions mandated; the employee may be subject to legal action and/or further discipline or dismissal.
- O.** Any student who has been involuntarily terminated once from the Program will no longer be eligible for participation.

STUDENT EMPLOYEE GRIEVANCE AND APPEAL PROCEDURES

- A.** Texas A&M University recognizes the importance of providing a prompt and efficient process for resolving student employee/employer conflicts. Conflict resolution should be sought at the level closest to the parties involved. In some cases a neutral third party in the form of a mediator may be able to provide assistance in helping the parties in conflict reach a fair and equitable resolution. The Standard Administrative Procedure for Student Employee Grievance and Appeal Procedures can be found at <http://rules-saps.tamu.edu/PDFs/33.99.08.M1.01.pdf>.
- B.** This procedure does not cover grievances related to claims of sexual harassment or illegal discrimination. For information on filing a sexual harassment grievance, see Texas A&M University Student Rules, Part III, Section 47. For information on filing an illegal discrimination grievance, see Texas A&M University Student Rules, Part III, Section 45 and University Rule 34.01.99.M1: Sexual Harassment.



Policies & Procedures Acknowledgment

Agency Name _____

I have received, read and understand the 2016-17 policies and procedures for the Community Service Program. My signature on this form is a promise to follow these policies & procedures to the best of my ability. I understand that if I am not able to follow these procedures, I will immediately contact the Student Employment Office staff to seek further assistance.

Printed Name

Signature

Date